

## Technical Program Manager



**CARBON**  
**CURE™**

Phone :  
Web :

### Job Summary

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Vacancy :  
Deadline : Jul 12, 2024  
Published : Jun 12, 2024  
Employment Status : Remote  
Experience : Any  
Salary :  
Gender : Any  
Career Level : Any  
Qualification :

## Job Description

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### About CarbonCure Technologies

[CarbonCure Technologies](#) is a fast-growing carbon utilization tech company deploying easy-to-adopt solutions that enable concrete producers to use captured CO<sub>2</sub> to produce reliable, lower carbon concrete mixes. With hundreds of systems operating across dozens of countries, more than six million truckloads of CarbonCure mixes have supplied thousands of sustainable construction projects worldwide amid surging demand for greener building materials. CarbonCure's cutting-edge research and innovation have garnered global recognition and prestigious awards, most notably the Carbon XPRIZE Grand Prize and induction into the Cleantech 100 Hall of Fame. CarbonCure's investors include Breakthrough Energy Ventures, Blue Earth Capital, BDC, Amazon, Taronga Ventures, 2150, Microsoft, Samsung Ventures, BH3 Growth Equity, Carbon Direct, GreenSoil Investments and Mitsubishi Corporation. Follow CarbonCure on [LinkedIn](#).

### Our Culture

Our team is made up of energetic, entrepreneurial individuals who are passionate about driving meaningful solutions to combat climate change. Besides being dedicated to our mission, we believe in work-life balance and active involvement in our local community. We value integrity and accountability; and our core values include trust, high performance, collaboration, straight-talk, and continued innovation. We don't take ourselves too seriously, but we are here to change the world.

### Purpose Driven Position

CarbonCure is on a mission to revolutionize the concrete industry. We are seeking a Technical Program Manager (TPM) to project manage the digital transition of our customer base and to accelerate customer's time to profitability through the adoption of our CO<sub>2</sub> utilization technologies. Reporting to the Head of Product, the TPM will be involved throughout the entire lifecycle of our customer's journey, from the successful competition of new customer onboarding through to contract renewal all while working toward a low-touch, self-serve model for support. The TPM is a point of contact for our customers and interacts with key stakeholders on a daily basis.

This is a data driven and customer centric role that focuses on extracting and managing our customer's data inputs. The TPM's role is to identify actionable insights from these inputs with the purpose of helping customers decarbonize their concrete products and to deliver these insights back to internal teams. Current initiatives include new customer onboarding through our customer facing web portal myCarbonCure, developing a customer service system to manage inbound communications and internal task delegation, completing third party verification of carbon credits, and ongoing customer profitability analysis and customer management.

### What you'll need to succeed

- A passion for sustainability and addressing climate change
- Bachelor's level degree or higher in a technical or business discipline (ie. engineering, project management, business administration, etc.) with a strong technical background
- Minimum 4 years of related experience in a project management, customer success, or similar technical role
- Excellent written and verbal communication skills, ability to communicate directly with customers to define their pains and develop meaningful solutions, as well as internal development and user experience teams to ensure software products align for user needs
- Experience in the concrete/construction industry, experience in the software industry is an asset
- Ability to find, analyze, and action data to influence customer profitability and retention
- Ability to juggle multiple accounts while delegating and holding cross functional teams accountable
- Detail oriented and organized. Able to present analysis from their customer base in a clear and concise manner to keep the rest of the company informed
- Process oriented and finds joy in documenting and evolving processes over time. Continuous improvement mindset
- Customer obsessed - chronic unease that fuels continuous improvement and more delighted customers in a financially responsible manner. Hates when customers churn
- Skilled in demonstrating the value of software products to garner both internal buy in and external user engagement
- Experience in using task managers and developing systems for transparency - CarbonCure staff should have a singular place to visit to understand the current health of our customer base
- Proven ability to influence cross-functional teams
- Ability to work independently as well as in a team setting
- Experience with a project management platform (ie. Atlassian, Asana) is an asset

### What you'll be doing

- Own our internal process of taking customers from a signed contract to profitability and renewal
- Work with cross departmental teams to accelerate our customer's path to profitability while ensuring an efficient customer experience. Play a bridge role between teams to ensure communication is open and clear and that accountability is enforced
- Oversee and manage new customer onboarding through our customer web portal myCarbonCure with the ultimate goal of reducing time to first value for all new customers
- Help to design, develop, and rollout a centralized customer management system to improve internal efficiencies and customer retention
- Provide data visibility to internal customer facing teams with the intention of developing tactical plans to improve our customer's profitability
- Guide customers through our credit program and third party verification processes. Ensure they understand what is required and over communicate updates and expected timelines to receive credit revenue
- Communicate directly with customers to understand their pains and to develop meaningful solutions. Act as a first responder for customer communications and develop strategies and procedures to build a scalable workflow that fits our customer's needs
- Monitor and track customer profitability and report key business metrics and insights to leadership, identify successful and unsuccessful initiatives to ensure the company is leveraging internal resources effectively
- Collaborate directly with our Customer Experience team and Product Managers to ensure the voice of the customer is maintained throughout our design and development processes of our digital assets
- Develop and maintain a continuous feedback loop from our customers
- Lives in the data - the TPM is expected to use company KPIs to steer their priorities and initiatives. Can mobilize new initiatives to improve customer retention, probability, and expansion backed by data
- Own our internal process of taking customers from a signed contract to profitability and renewal

We are changing the world. We need you, please contact us.

### Closing Statement

We would like to thank all applicants for their interest. Please note only those selected for an interview will be contacted. If you feel passionate about this opportunity and believe that you have the skills to excel in this role, apply! Or if this sounds like someone you know, please share this posting.

We want you to know that you can be a great candidate even if you don't fit everything we've described above. You can also have important skills we haven't thought of. If that's you, don't hesitate to apply and tell us about yourself. We are committed to fostering diversity in our organization and building an equitable and inclusive environment for people of all backgrounds and experiences. We're taking steps to meet that commitment. We especially encourage members of traditionally underrepresented communities to apply, including women, people of color, LGBTQ people, veterans, and people with disabilities.

**Education & Experience**

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**Must Have**

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**Educational Requirements**

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**Compensation & Other Benefits**

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